

Records Retention Schedule

Reference	Description of record	Retention Period
Housing Management		
	Application for Housing	One year after tenancy ends or property vacated
	Medical Records supporting application	One year after tenancy ends or property vacated
	Nomination information	One year after tenancy ends or property vacated
	Tenancy Agreement	One year after tenancy ends or property vacated
	Tenancy Files	One year after tenancy ends or property vacated
	Tenancy Reference	One year after tenancy ends or property vacated
	Rent increase notification	One year after tenancy ends or property vacated
	Rent payment records	Retain where there is arrears/bad debts otherwise current year plus 2 years
	Arrears correspondence	One year after tenancy ends or property vacated unless rent arrears/bad debts of £100 or more
	Household details	One year after tenancy ends or property vacated
	Tenancy Sustainment records	5 years
	Complaints correspondence	One year after tenancy ends or property vacated
	Equality information	One year after tenancy ends or property vacated
	ASB closed case files	5 yrs/end of legal action

	Permissions granted	One year after tenancy ends or property vacated
	Breach of Tenancy/Legal action	One year after tenancy ends or property vacated or for as long as legal action is live
	Abandonment Notices and property inventory	One year after tenancy ends or property vacated
	Notice of termination of tenancy/death	One year after tenancy ends or property vacated
	Death Certificates	One year after property vacated
	Notes on Housing Management System	One year after tenancy ends or property vacated
	Sex offender information	One year after tenancy ends or property vacated

Factored Owners

	Invoices	10 years
	Communication (non financial)	1 year
	Consultations	6 years
	Complaint information	3 years

Asset Management

	Development documentation	2 years after settlement of all issues
	Tender / Contract Documentation	Indefinite
	Gas Certificate (CP12)	5 Years

	EICR	10 Years
	EPC	20 Years
	Programme of Works	Indefinite
	Contract Meeting Minutes	2 Year
	Contractual Certification	Indefinite
	Stock Condition Survey	10 Years

Care & Repair

	CRWL adaptations files	1 year after adaptation complete
	CRNL handyman works orders	6 months after job complete
	CRWL and CRNL satisfaction surveys	As soon as survey is entered on to Act
	Volunteer forms (application form, training records)	1 year after leaving service
	Job records on Act	Duration of contract

Board/Governance Records

	Board Member personal information including bank details	6 years after resignation from Board or Committee
	Board Member Sensitive information	1 year from resignation from Board or Committee
	Board Minutes and resolutions	Permanently
	Board papers	6 years
	Register of Directors Interests	Permanently
	Annual Report & Accounts	Permanently
	Articles of Association/Rules of Association	Permanently
	Powers of Attorney	Permanently
	Registration records	Permanently
	Documents of title	Permanently
	Rental, Hire Purchase & Licensing agreements	6 years after expiry
	Leases	12 years after lease has terminated
	Contracts with customers/suppliers/agents	6 years after completion (12 years if related to land)
	Loan agreements	6 years after last payment
	Indemnities and Guarantees	6 years after expiry

	Documents relating to successful tender	2 years after end of contract
	Documents relating to unsuccessful tender	1 year after notification
	Annual Returns to regulators	3 years
	Tax returns/records	Permanently
	Accounting Records	6 years
	Insurance Claims	2 years after settlement or 5 years from date of incident whichever is later
	Business Plans	3 years